



# UNITED STATES PATENT AND TRADEMARK OFFICE

W  
UNITED STATES DEPARTMENT OF COMMERCE  
United States Patent and Trademark Office  
Address: COMMISSIONER FOR PATENTS  
P.O. Box 1450  
Alexandria, Virginia 22313-1450  
[www.uspto.gov](http://www.uspto.gov)

APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
09/824,850	04/02/2001	Simon Jacobs	500744.01	9966
27076	7590	08/28/2007	EXAMINER	
DORSEY & WHITNEY LLP			BOYCE, ANDRE D	
INTELLECTUAL PROPERTY DEPARTMENT				
SUITE 3400			ART UNIT	PAPER NUMBER
1420 FIFTH AVENUE			3623	
SEATTLE, WA 98101				
			MAIL DATE	DELIVERY MODE
			08/28/2007	PAPER

Please find below and/or attached an Office communication concerning this application or proceeding.

The time period for reply, if any, is set in the attached communication.

## **DETAILED ACTION**

### ***Information Disclosure Statement***

1. The IDS submitted January 22, 2007 has been considered, including the Bisio et al (Effective Resource Scheduling in Work Force Management Context for Telecommunication Work Centers) reference, which was not originally considered.

### ***Conclusion***

2. Any inquiry concerning this communication or earlier communications from the examiner should be directed to Andre Boyce whose telephone number is (571) 272-6726. The examiner can normally be reached on 9:30-6pm M-F.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Tariq Hafiz can be reached on (571) 272-6729. The fax phone number for the organization where this application or proceeding is assigned is 571-273-8300.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only.

Art Unit: 3623

For more information about the PAIR system, see <http://pair-direct.uspto.gov>.

Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free). If you would like assistance from a USPTO Customer Service Representative or access to the automated information system, call 800-786-9199 (IN USA OR CANADA) or 571-272-1000.

adb  
August 23, 2007

O R  
ANDRE BOYCE  
PATENT EXAMINER  
A.U 3623